

Overview of Monthly Activity

The Bureau received 93 (57 were received electronically) complaints during the month of June 2015.

91 (55 electronic) complaints were closed

1 required more information to proceed with an investigation

2 were closed due to lack of Bureau jurisdiction

17 were dismissed for no violation

12 were referred back to the DOC

59 complaints were investigated

1 assist was given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

13 (10 electronic) complaints were substantiated (see below)

46 were unsubstantiated due to no violation of policy and/or procedure existing

8 complaints remain open (2 from May, and 8 from June)

The Bureau also corresponded with another 140 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Correctional Industrial Facility**

Complaint Type	Credit Time
Complaint Summary	The offender complained that his EPRD was not correct. He had been wrongly placed in Credit Class 3 and when he was placed back in a higher Credit Class, this time was not credited to him.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Randy Short, Supervisor of Adult Offender Placement.
Outcome	The offender's EPRD was updated to reflect the change in credit class.

Follow-up No follow-up necessary as the offender's EPRD was appropriately updated.

2. Heritage Trail Correctional Facility

Complaint Type Visitation

Complaint Summary Complaint was received from a family member visiting the facility. He had been given the wrong ID upon leaving the facility, but did not discover it until later.

Basis for Claim 02-01-102 Offender Visitation

Investigative Summary The Bureau contacted Sandra Kibby-Brown in Central Office.

Outcome The practice of taking IDs has been ceased and entry procedures are being further reviewed.

Follow-up No follow-up necessary as the practice has been ceased.

3. Indiana Women's Prison

Complaint Type Medical Care

Complaint Summary The offender complained that another offender had been moved to "time out room seven" and kept overnight due to the infirmary beds being full.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The facility reviewed the offenders in the infirmary and offender was moved into the infirmary.

Follow-up No follow-up necessary, as the offender has been moved and received appropriate care.

4. Miami Correctional Facility

Complaint Type Mental Health

Complaint Summary The offender complained that officers are being allowed to use the heating controls in the shower to burn him.

Basis for Claim	Healthcare Services Directive 4.03 Adult Mental Health Services
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender's placement in RHU was reviewed as was his mental health code.
Follow-up	The offender was appropriately placed and did not meet seriously mentally ill criteria at this point.

5. New Castle Correctional Facility

Complaint Type	Dental
Complaint Summary	The offender complained that he had an abscessed tooth that the nurse refused to examine.
Basis for Claim	Dental Services Manual
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The facility reviewed the matter.
Follow-up	No follow-up necessary as the review is complete and the offender has received further care.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he's been seen by medical multiple times in four weeks, but has not received appropriate care for an itchy rash.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up necessary, as the offender has received the care.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	Offender complains that he's been seeking care for a broken hand for 2 months.
Basis for Claim	HCSD 1.05 Offsite Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was referred to a hand surgeon and received the surgery.
Follow-up	No follow-up necessary, as the offender is recovering from the surgery.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	Offender complains that he is not receiving appropriate care for his heart condition.
Basis for Claim	HCSD 1.05 Offsite Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	He was referred to chronic care clinic and seen by a cardiologist.
Follow-up	No follow-up necessary, as the offender has received the needed care.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	Offender complains that he is in need of a bottom bunk pass.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome	Offender was given a bottom bunk.
Follow-up	No follow-up necessary, as the offender has received his bottom bunk.

9. New Castle Correctional Facility

Complaint Type	Offender Safety
Complaint Summary	Offender complains that he was still located near an offender that has previously assaulted him.
Basis for Claim	01-04-106 Offender Monitoring Program
Investigative Summary	The Bureau contacted Justin Upchurch, Internal Affairs Investigator at the facility.
Outcome	The offenders were separated.
Follow-up	No follow-up is necessary, as the offenders have been relocated.

10. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	Offender complains that he is overdue for a blood draw. He says that medical attempted to do it, but didn't have the supplies and canceled the pass for the next day.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen and treated further by medical and received his blood draw.
Follow-up	No follow-up is necessary, as the offender has been treated.

11. Plainfield Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained in June that in April he had been told that his pacemaker only had about two months of battery life left, but he has not been seen since.
Basis for Claim	HCSD 1.05 Offsite Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender will be scheduled to be seen for replacement.
Follow-up	Follow-up to ensure offender receives care.

12. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained he has submitted Healthcare Request Form to be seen by medical, but has not been seen. Custody had him rinse with salt water for his tooth issue. He had received an antibiotic for it before he was transferred and complained of tooth pain upon intake at the facility.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had both medical and dental needs.
Outcome	The offender has been seen and treated for both his medical and dental issues.
Follow-up	No follow-up necessary, as the offender has received the needed care.

Assist**1. Indiana Women's Prison**

Complaint Type	Credit Time
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Complaint Summary	The offender complained that she was supposed to be promoted a credit class, but had not been promoted yet.
Basis for Claim	02-04-101 Adult Offender Disciplinary Code
Investigative Summary	The Bureau contacted Randy Short, Supervisor of Adult Offender Placement.
Outcome	The offender was promoted to Credit Class I.
Follow-up	No follow-up necessary, as the offender has been promoted.

Follow-up from Previous Months**1. Plainfield Correctional Facility - Medical**

Synopsis:	Offender complains that he injured his shoulder and has submitted several healthcare request forms and was supposed to get an MRI, but had not been scheduled.
30 – Day Review:	The offender’s MRI has been completed.